

YOU MUST
SUBSCRIBE TO YOUR
NETWORK PROVIDER'S
*CALLER DISPLAY, *CALL WAITING,
*CALL MINDER OR 1571 SERVICE BEFORE
THESE FEATURES WILL WORK.
*A QUARTERLY FEE IS PAYABLE.



This equipment is not designed for making emergency telephone calls when the power fails.
Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks
and private switchboards in the United Kingdom.

Quartet 3500

Combined Cordless Telephone
and Digital Answering Machine

**User
Guide**

**Please open this page for an
'at a glance' guide to your
Quartet 3500**

**Please open this page for a
further 'at a glance' guide to your
Quartet 3500**

At a glance

Handset

Handset fascias

Can be changed to suit your personal preference, *see page 13.*

Option buttons

Lets you select options within each menu that are shown on the display, *see page 14.*

Talk button

Press to make or receive a call, *see page 14.*

Recall/Call Waiting button

For use with a switchboard/PBX and BT Select Services, *see pages 19 and 62.*

Also allows you to use the Call Waiting feature, *see page 32.*

Aerial

Should be extended to obtain the best signal and reception available, *see page 10.*

Clear button

Use to delete unwanted digits or characters and to exit the menu, *see page 20.*

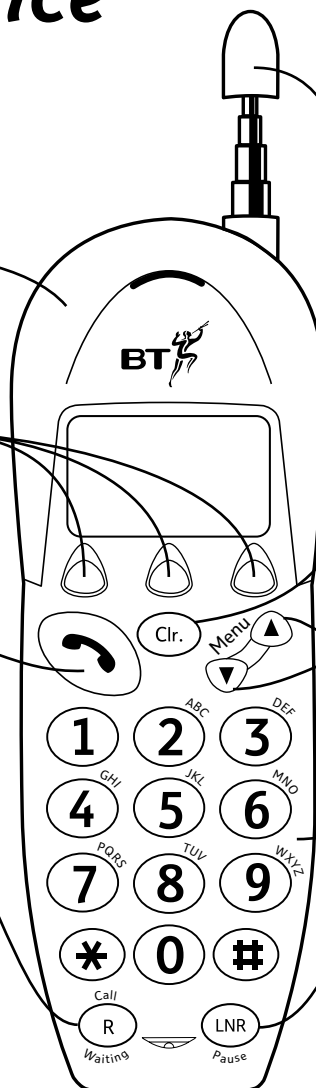
Up and Down buttons

Use to scroll up and down through the menu options, *see page 14.*

Keypad

Last number redial/ Pause button

Redials up to 5 of the last numbers called, or press to enter a pause in a stored number, *see page 21.*



Power/In use/1571 light

The green light comes on when connected to the power supply and flashes when in use, or when you have a new BT Answer 1571 message, *see page 33*.

Base unit

Aerial

Should be extended to obtain the best signal and reception available, *see page 10*.

Charging light

The red light comes on to indicate charging when the handset is on the base.

Skip backward

Lets you skip backwards through your messages and memos, *see page 46*.

Volume buttons

Use to adjust the base unit loudspeaker volume, *see page 37*.

Page button

Press to page the handset, *see page 23*.

Answer on/off button

Switches the answering machine on and off, *see page 36*. Also, allows you to check or play your outgoing message, *see page 42*.

Stop

To stop message playback, *see page 45*.

Skip forward

Lets you skip forwards through your messages and memos, *see page 46*.

Message display LEDs

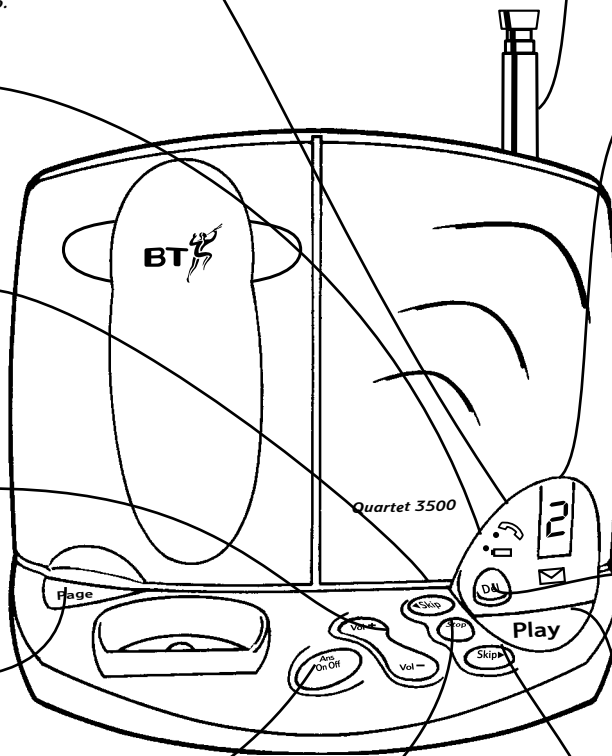
Indicates when the answering machine is on or off and when the power is on. Also shows the number of messages stored, and answering machine status information, *see page 36*.

Delete button

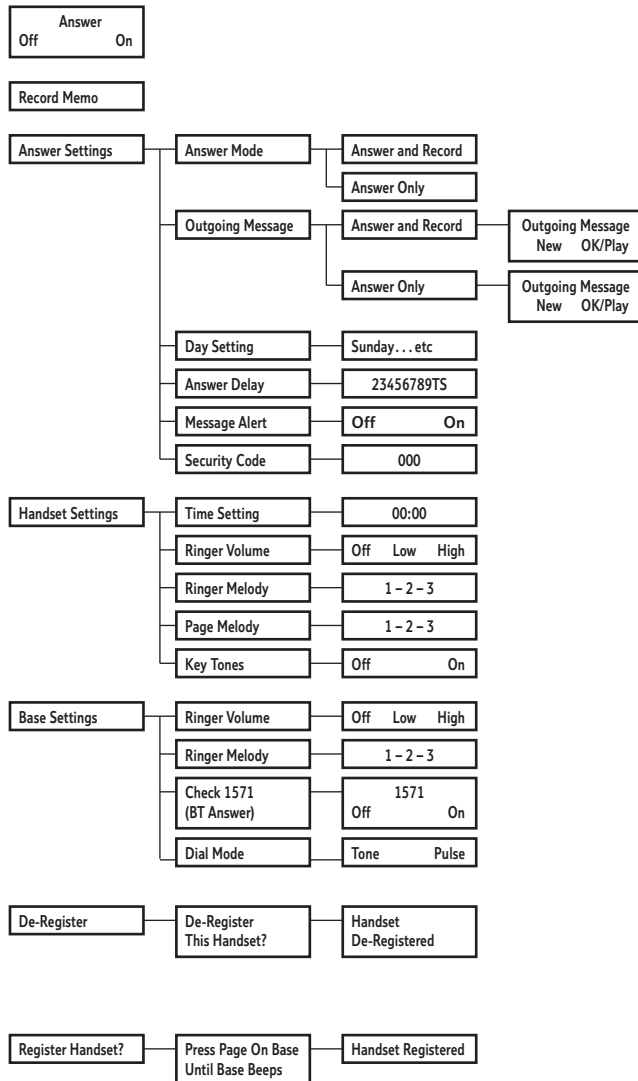
Deletes recorded messages and memos, *see page 46*.

Play button








Lets you play and pause your messages, *see page 45*.



MENU STRUCTURE

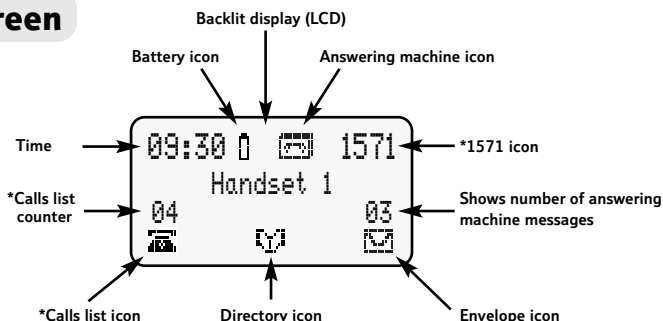


Quick guide to handset display icons

| | |
|---|--|
|  | Battery icon – flashes when handset is on base and being charged. |
|  | Battery icon – to indicate battery low. |
|  | Directory icon |
| *  | Telephone icon – flashes to indicate that new calls have been received in the Calls list. |
| * 1571 | BT 1571 icon – indicates that the 1571 voice mail detection feature is switched on. Flashes to indicate new voice mail messages have been received. |
|  | Keypad lock icon – indicates that the keypad lock feature is switched on. |
|  | Answer machine icon – indicates that the answering machine is switched on. |
|  | Envelope icon – indicates that you have new answer machine messages. |






















*You must subscribe to your Network Provider's Caller Display and 1571 or Call Minder Service for these features to work.

Standby screen































Quick guide

Quick guide to most commonly used handset settings and functions

| Function | Button combination |
|--------------------------------------|--|
| Answer a call/End a call |  |
| Make a call |   |
| Redial a number from the redial list |  ,  , to scroll through to entry,  to dial number displayed. |
| Store a number in the directory |  , NEW , display shows Enter Name, enter name using keypad, OK , display shows Enter Number, enter the number, SAVE . |
| Dial a number in the directory |  ,  , to scroll through to entry, press  to dial number displayed. |
| Adjust the earpiece volume | During a call, press  to increase or decrease volume. |
| Secrecy on/off | During a call, press <i>and release</i> SEC to switch ON. Press <i>and release</i> SEC again to switch OFF. |
| Transfer call to another handset | During a call, press TRAN , enter handset number to transfer to  . |
| View and dial the Calls list |  ,  to scroll through list, to dial entry displayed press  . |
| Adjust handset ringer volume |  or  until display shows Handset Settings, OK , display shows Ringer Volume, OK ,  to select volume required, OK . |
| Adjust base ringer volume |  or  until display shows Base Settings, OK , display shows Ringer Volume, OK ,  to select volume required, OK . |

Quick guide

Quick guide to most commonly used answering machine settings and functions

| Function | Button combination |
|--|---|
| <p>Switch answering machine ON/OFF:</p> <p><i>Using the base</i></p> <p><i>Using the handset</i></p> | <p>Press and release </p> <p> or  until display shows Answer Off On, press either OFF or ON.</p> |
| Record own Answer and Record outgoing message | <p> or  until display shows Answer Settings, OK,</p> <p> or  until display shows Outgoing Message, OK, display shows Answer and Record, OK, NEW, after tone speak message then press #.</p> |
| Record own Answer Only outgoing message | <p> or  until display shows Answer Settings, OK,</p> <p> or  until display shows Outgoing Message, OK,</p> <p> or  until display shows Answer Only, OK, NEW, after tone speak message then press #.</p> |
| <p>Set answer mode</p> <p><i>Using the base</i></p> <p><i>Using the handset</i></p> | <p>Press and hold the  button until you hear "Please select outgoing message", then release the button. Press  Skip for Answer and Record or  Skip for Answer Only.</p> <p> or  until display shows Answer Settings, OK,</p> <p> or  until display shows Answer Mode, OK,</p> <p> or  to highlight either Answer and Record or Answer Only, OK.</p> |
| <p>Play new messages:</p> <p><i>Using the base</i></p> <p><i>Using the handset</i></p> | <p>Press and hold </p> <p> NEW.</p> |
| Record memo message | <p> or  until display shows Record Memo, OK, after tone speak memo then press #.</p> |
| Adjust base unit loudspeaker volume | <p> to increase volume</p> <p> to decrease volume</p> |

In this guide

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Note

In this user guide, we've included helpful tips and useful notes. They are shown in a white box like this.

Introduction

Your Quartet 3500 is designed for ease of use and made to the high standards set by BT.

You can expect your Quartet 3500 to provide many years of quality service. Please read the instructions carefully before use and keep this user guide for future reference.

For your records

Date of purchase:

Place of purchase:

Serial number:

(on the underside of the base unit)

For guarantee purposes proof of purchase is required, so please keep your receipt.

Unpacking your Quartet 3500

Check that your Quartet 3500 is complete. If anything is missing, please contact your place of purchase immediately.

Quartet 3500 handset.



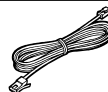
Quartet 3500 base unit.



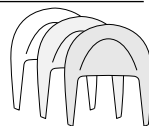
Power supply unit.



Telephone line cord.



3 handset fascias
(1 already fitted
on the handset)



HELPLINE

If you have problems with your phone, call the Quartet 3500 Helpline on 0870 605 8047.

Safety information

General

Only use the power supply unit included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item code for the power supply unit is 872264, as stated on the underside of the base unit.

For the handset, use only the approved rechargeable battery pack. Under no circumstances should non-rechargeable batteries be used. Using unapproved batteries will invalidate your guarantee and may damage the telephone.

Radio signals transmitted between the handset and base may cause interference to some hearing aids.

Do not dismantle the handset or base station. This could expose you to high voltages or other risks.

Contact the Helpline for repairs.

Never dispose of batteries in a fire.

There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

Simply clean the handset and base station with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

Do not expose to direct sunlight.

The product may heat up when the battery pack is being recharged. This is normal. However, to avoid damage we recommend that you do not place the product on antique/veneered wood.

Do not expose your product to fire, explosive or other hazardous conditions.

There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord for the duration of the storm.

Setting up

Follow these steps to set up your Quartet 3500 ready for use.

Plan the location

Situate your Quartet 3500 close enough to the mains power socket and telephone socket so that the cables will reach.

Make sure it is at least 1 metre away from other electrical products to avoid interference.

Do not situate the product in the bathroom or other humid areas.

Your Quartet 3500 works by sending and receiving radio signals between the base unit and the handset.

The strength of the signal depends on where you site the base unit and how the aerials are deployed.

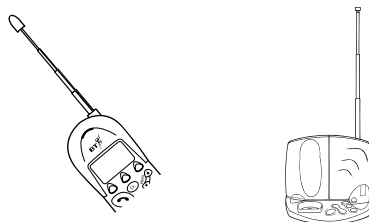
The higher the base unit is located, the better. An upstairs room is ideal.

1 Handset and base aerials

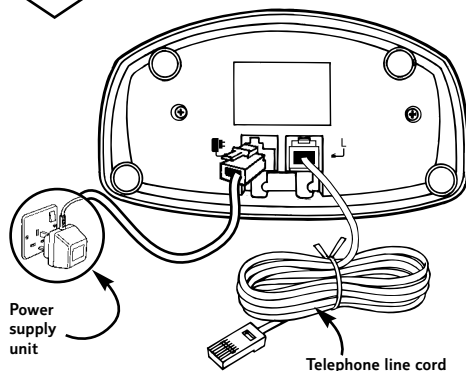
Your Quartet 3500 handset and base use compact aerials which we recommend you pull out to obtain the best signal and reception available.

Note

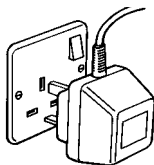
Avoid touching the aerials during a call as this may cause a clicking sound.



2 Plug the power supply cord into the back of the base unit



3 Connect the base unit power supply to a power socket



The green Power/In use light will come on when the power is switched on.

The power supply unit must remain plugged in all the time.

Note

Do not connect the telephone line cord to the phone socket until the handset is fully charged. This will prevent the risk of the phone being answered before the batteries are charged, which may prevent them from reaching maximum capacity.

4 Charge the handset

Your handset comes with a rechargeable battery pack pre-installed but the battery pack will need charging.

When you first use your Quartet 3500, the rechargeable battery pack in the handset needs charging for 24 hours.

Place the handset on the base unit, ensuring the contacts are touching.

The red **CHARGING** light will come on.

The charging light will remain constantly lit while the handset is placed on the base unit, even when the handset batteries are fully charged.

Note

When fully charged and in good condition, the handset will provide up to 7 hours talktime or 72 hours standby.

If you are making a call and the handset battery is running low you will hear a warning tone every 10-15 seconds.

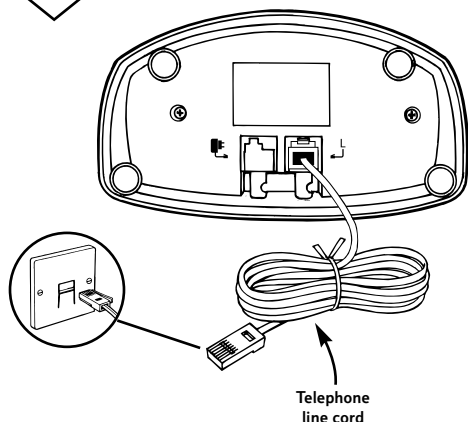
Place the handset on the base unit to recharge.

However, the charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced. New battery packs can be obtained from the Helpline. Please see page 60 for instructions on how to install a new battery pack.

Note (cont)

To get the longest possible life from your battery, leave the handset off the base unit for a few hours each day.

5 When the handset has been charged for 24 hours plug the line cord into the telephone wall socket



6 To set the day

Press the **UP** or **DOWN** button until the display shows Answer Settings.

OK Press the **OK** option button.

Press the **UP** or **DOWN** button until the display shows Day Setting.

OK Press the **OK** option button.


The display will show Sunday.

Use the **UP** or **DOWN** button to scroll to the correct day.

OK Press the **OK** option button to confirm.

Clr. Press the **CLEAR** button until you return to the standby screen.

6 To set the time

 Press the **UP** or **DOWN** button until the display shows Handset Settings.

OK Press the **OK** option button.

The display will show Time setting.

OK Press the **OK** option button.

The first digit will be flashing.



Enter the current time in 24 hour format, e.g. 08:24.

OK Press the **OK** option button to confirm.

You will hear a confirmation tone.



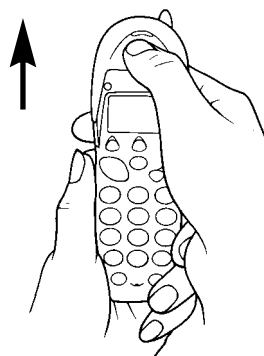
Press the **CLEAR** button until you return to the standby screen.

Note

If you subscribe to a Caller Display Service from your Network Provider the time will be set when you receive your first call.

7 Changing your handset fascias

There are 3 removeable handset fascias to choose from (one is fitted already on the handset). Press in the centre of the fascias and slide upwards to take off.



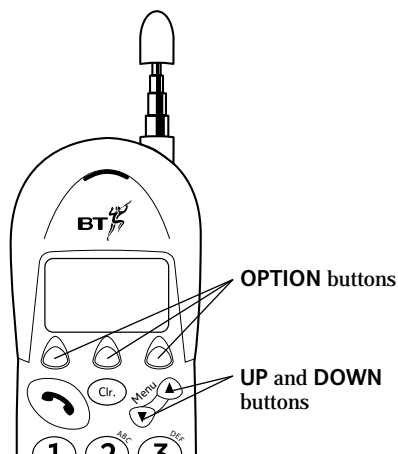
To put a new fascia on, slide the fascia down onto the handset making sure that it clips into place securely.

Your Quartet 3500 is now ready for use.

Helpline

If you have any difficulties setting up your Quartet 3500 please call the Helpline on 0870 605 8047.

Using the telephone



Your Quartet 3500 has a menu driven display. The **UP** and **DOWN** buttons allow you to scroll through the menu and the **OPTION** buttons below the display allow you to select options within each menu.

Note

*To quit a menu at any time, press the **CLEAR** button. This will take you back one step. To return to the standby screen keep pressing the **CLEAR** button.*


Making and receiving calls

To make an external call

Lift the handset off the base unit.



Press the **TALK** button.

The green In Use light on the base unit begins to flash and the handset display will show the  icon while it is in use.

Listen for the dialling tone.



Dial the number you want.

Preparatory dialling



First enter the number to be dialled. The number is shown on the display. If you make a mistake, press the **CLEAR** button to remove any incorrect digits.





If you have entered the number correctly, press the **TALK** button to dial the number. The display will show **Callings**.

Call timer

Your handset will automatically time the duration of all external calls. The handset display shows the call duration both during your call and for a few seconds after it is completed.

To end a call



Press the **TALK** button.

Or

Replace the handset on the base unit.

Note

*An **Inductive Coupler** has been built into the handset to improve sound quality for people using hearing aids. Switch your hearing aid to T and adjust the position of the handset until you get the best reception.*

To receive a call

When the phone rings:

The handset display will show **EXTERNAL CALL** or if you have subscribed to a Caller Display Service it will show your caller's telephone number or name if you have stored it in your directory (unless the number has been withheld or is an international number).

If your handset is on the base unit, simply pick it up to answer the call.

Or



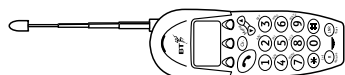
If your handset is off the base unit, press the **TALK** button.

Note

The handset range is up to 250 metres from the base unit in ideal conditions. The stated range of this product is measured in open field conditions. Walls, ceilings and metal structures will reduce the maximum range.

*If you start to go out of range while using the phone, you will hear warning beeps. Move closer to the base unit. If you do not move back into range your call may be disconnected. You can check if you are in (or out of) range by pressing the **Clr.** button and then the **0** button when you are in standby mode. The display will show either IN RANGE or OUT OF RANGE for a few seconds.*

Note



Your Quartet 3500 handset uses a telescopic aerial that should be pulled out when on a call to obtain the best signal and reception available.

To select an alternative channel during a call

Your Quartet 3500 automatically scans the available radio channels and selects the best quality reception to use.

CHAN

If you experience interference during a call, press the **CHAN** options button.

Your caller will momentarily be placed on hold. The display will flash Seeking Channel and your handset will select an alternative channel and then return to your caller.

Clr.

To cancel channel seeking at any time, press the **CLEAR** button.

To adjust the earpiece volume

During a call you can adjust the volume of the handset receiver. The earpiece volume will remain at the volume level you set until you adjust it again.

During a call:

Press the **UP** or **DOWN** button to increase or decrease the earpiece volume.

The display will show the current volume setting, e.g.,



As you increase or decrease the volume the boxes will show the volume level.

VOLUME



VOLUME



Secrecy/Music on hold

When on a call you can talk to someone in the same room without your caller hearing.

To switch Secrecy on and off

To switch on during a call:

SEC Press *and release* the **SEC** option button, displayed on the handset screen.

The display will flash **Secrecy** and your caller will be put on hold. Both you and your caller will hear music until the **SEC** options button is pressed again.

You can now talk to someone in the same room without your caller hearing you.

To switch off during a call:

SEC Press *and release* the **SEC** option button again to return to your caller.

50 Name and Number Directory

You can store fifty of your most frequently used names and telephone numbers in the directory. Please note that numbers can be no longer than 20 digits and names no longer than 13 characters.

To store a name and number in the directory



Press the **DIRECTORY** option button.

NEW

Press the **NEW** option button.

The display will show **Enter Name** and the cursor will flash underneath.



Enter the name using the letters on the keypad buttons.

Note

*You can change between upper and lower case by pressing the **A-a** option button and enter a space between characters by pressing the **1** button twice. You can also use the **★** and **#** buttons for other punctuation characters.*

For example, if you wish to enter the name **TOM**:



To enter the letter **T**, press the **8** button. The cursor will automatically move to the right.



To enter the letter **O**, press the **6** button *three times*.



To enter the letter **M**, press the **6** button.



If you enter a character incorrectly use the **CLEAR** button to delete it and then enter the correct character.

OK

When you have entered the name correctly, press the **OK** option button to confirm.

The display will show **Enter Number** and the cursor will flash underneath.



Enter the telephone number you want to store, (including the dialling code).



If you enter a digit incorrectly use the **CLEAR** button to delete it and then enter the correct digit.

SAVE

When you have entered the number correctly, press the **SAVE** option button to confirm.

Clr.


The display will show Entry Saved and then show the name and number you have entered.

Press the **CLEAR** button until you return to the standby screen.

Please note that you **MUST** enter a name **and** a number, if you do not your entry will not be stored and the display will show Error. The display will then return to the name entry field.

Note

Stored numbers can include switchboard and network services that use the ★ and # buttons as well as PAUSE and RECALL functions.

To enter a pause in a directory number, press the  button.

To view and dial a name and number in the directory



Press the **DIRECTORY** option button.

The first entry in the directory will be displayed (if there are no entries in the directory the display will show Directory Empty).



Use the **UP** or **DOWN** button to scroll through the directory to find the entry you want.

Or



 8

To search alphabetically, press the relevant keypad number, for example to find TOM, press the **8** button and scroll through the entries under T.



When the entry you want is displayed, press the **TALK** button to dial the number.

To edit a name and number in the directory



Press the **DIRECTORY** option button.

The first entry in the directory will be displayed.



Use the **UP** or **DOWN** button to scroll through the directory to find the entry you want to edit.

EDIT

Press the **EDIT** option button.

The display will show **Edit Name** and the name will have a cursor flashing after it.



Press the **CLEAR** button to delete it, character by character.



Enter the new character(s) using the letters on the keypad buttons.

OK

Press the **OK** option button to confirm.

The display will show **Edit Number** and the number will have a cursor flashing after it.



Press the **CLEAR** button to delete all unwanted digits.



Enter the new digit(s).

SAVE

Press the **SAVE** option button to confirm.

Clr.

The display shows **Entry Saved**.

Press the **CLEAR** button until you return to the standby screen.

To delete a name and number in the directory



Press the **DIRECTORY** option button.

The first entry in the directory will be displayed.



Use the **UP** or **DOWN** button to scroll through to the entry you want to delete.

DEL

Press the **DEL** option button.

The display will show **Delete Entry?**

DEL

Press the **DEL** options button to confirm. (If you decide not to delete, press the **SAVE** options button.)

The display will show **Entry Deleted** and you will hear a confirmation beep.

Clr.

Press the **CLEAR** button until you return to the standby screen.

Redial

Your handset automatically saves the last 5 telephone numbers dialled into a redial list. You can then redial any of the last 5 numbers called or copy numbers from the list into the directory or delete them from the redial list.

To automatically redial the last number called



Press the **TALK** button and wait for the dialling tone.



Press the **LNR** button.

The last number you called will be shown on the display and dialled automatically.

To redial a number from the redial list



Press the **LNR** button.

The last number you called will be shown on the display (if you have this number stored in your directory the name associated with it will also be shown).



Use the **UP** or **DOWN** button to scroll through the redial list to the number you require.



Press the **TALK** button when the number you want to redial is displayed.

The number will be dialled automatically.

To copy a number from the redial list to the directory

Note

You will not be able to copy a number in the redial list to the directory if the directory is already full. If you try to, the display will show Directory Full. You will need to delete a number in the directory first, see page 20.



Press the **LNR** button.

The last number you called will be shown on the display.



Use the **UP** or **DOWN** button to scroll through the redial list to the number you require.

COPY Press the **COPY** option button.

The display will show Enter Name.



Enter a name using the keypad (as shown on page 18, *"To store a name and number in the directory"*).

OK Press the **OK** option button.

The display will show Edit Number.

Edit the number if you need to by pressing the **CLEAR** button to delete any unwanted digits.



SAVE Press the **SAVE** options button to confirm.

The display will show Entry Saved.



Press the **CLEAR** button until you return to the standby screen.

To delete a number from the redial list



Press the **LNR** button.

The last number you called will be shown on the display.



Use the **UP** or **DOWN** button to scroll through the redial list to the number you require.

DEL

Press the **DEL** option button.

The display will show Delete Entry?

(If you decide not to delete the number, press the **SAVE** options button.)

DEL

Press the **DEL** option button to confirm.

The display will show Entry Deleted.



Press the **CLEAR** button until you return to the standby screen.

To delete all numbers from the redial list

LNR

Pause

Press the **LNR** button.

The last number you called will be shown on the display.

DEL

Press *and hold* the **DEL** option button for 3 seconds.

The display will show Delete Whole Redial List?

(If you decide not to delete all numbers, press the **SAVE** option button).

DEL

Press the **DEL** option button to confirm.

The display will show Redial List Deleted.

Clr.

Press the **CLEAR** button until you return to the standby screen.

Paging

You can page the handset from the base unit to alert a handset user that they are wanted or to locate a missing handset. However, paging calls cannot be answered by a handset.

To page the handset

Page

Press the **PAGE** button on the base unit.

The handset(s) will ring.
(The base unit will also ring to confirm paging is working.)

Page

You can stop paging at any time by pressing the **PAGE** button on the base unit or any button on the handset(s).


(If you press the **TALK** button you will stop the paging but will also seize the line. Press the **TALK** button *a second time* to clear the line.)

Paging will continue to ring for approximately one minute. If the paging is not answered after this time your handset will return to standby.

Base unit settings


To adjust the base ringer volume

The base has 3 ringer volume settings: Off, Low and High. The default setting is High.

 Press the **UP** or **DOWN** button until the display shows Base Settings.

OK Press the **OK** options button.
The display shows Ringer Volume.

OK Press the **OK** option button.
The current ringer volume setting will be highlighted.

 Use the **UP** or **DOWN** button to highlight which volume setting you require: Off, Low or High. You will hear a sample ring for the High or Low settings.

OK Press the **OK** option button to confirm.


You will hear a confirmation tone.

Clr.


Press the **CLEAR** button until you return to the standby screen.

To change the base ringer melody

The base has 3 ringer melodies to choose from: 1, 2 and 3.

 Press the **UP** or **DOWN** button until the display shows Base Settings.

OK Press the **OK** options button.

 Press the **UP** or **DOWN** button until the display shows Ringer Melody.

OK Press the **OK** option button.
The current melody will be highlighted.



Use the **UP** or **DOWN** button to highlight which melody you require: 1, 2 or 3. You will hear a sample melody on each press.

OK

Press the **OK** options button to confirm.

You will hear a confirmation tone.



Press the **CLEAR** button until you return to the standby screen.

Handset settings

To lock or unlock the keypad

You can lock the keypad so that it cannot be used accidentally while carrying it around.

IMPORTANT


If the keypad is locked you will **NOT** be able to dial the emergency numbers **999** and **112**.

Clr.

Press the **CLEAR** button.


*

Press the **★** button. The keypad is now locked.

The display will show the  icon.

(If you press any button now, the display will show, Press Clr Then * To Unlock Keys.

Clr.

To unlock the keypad, press the **CLEAR** button and then the **★** button again. The  icon will disappear and the clock will return.

To adjust the handset ringer volume

The handset has 3 ringer volume settings: Off, Low and High. The default setting is High.



Press the **UP** or **DOWN** button until the display shows Handset Settings.

OK

Press the **OK** option button.



Press the **UP** or **DOWN** button until the display shows Ringer Volume.

OK

Press the **OK** option button.

The current ringer volume setting will be highlighted.



Use the **UP** or **DOWN** button to highlight which volume setting you require: Off, Low or High. You will hear a sample ring for the High or Low settings.


OK Press the **OK** option button to confirm.

You will hear a confirmation tone.


Clr. Press the **CLEAR** button until you return to the standby screen.

To change the handset ringer melody

The handset has 3 ringer melodies to choose from: 1, 2 and 3.


 Press the **UP** or **DOWN** button until the display shows Handset Settings.

OK Press the **OK** options button.

 Press the **UP** or **DOWN** button until the display shows Ringer Melody.

OK Press the **OK** option button.

The current melody will be highlighted.

 Use the **UP** or **DOWN** button to highlight which melody you require: 1, 2 or 3. You will hear a sample melody on each press.


OK Press the **OK** option button to confirm.

You will hear a confirmation tone.


Clr. Press the **CLEAR** button until you return to the standby screen.

To change the handset page melody

The handset has 3 page melodies to choose from: 1, 2 and 3.

 Press the **UP** or **DOWN** button until the display shows Handset Settings.

OK Press the **OK** option button.

 Press the **UP** or **DOWN** button until the display shows Page Melody.

OK Press the **OK** option button.

The current melody will be highlighted.



Use the **UP** or **DOWN** button to highlight which melody you require: 1, 2 or 3. You will hear a sample melody on each press.

OK

Press the **OK** option button to confirm.

You will hear a confirmation tone.



Press the **CLEAR** button until you return to the standby screen.

To switch the handset key tones ON or OFF



Press the **UP** or **DOWN** button until the display shows Handset Settings.

OK

Press the **OK** options button.



Press the **UP** or **DOWN** button until the display shows Key Tones.

OK

Press the **OK** option button.

The current setting will be highlighted.

ON

Press either the **OFF** or **ON** options button.

OFF

You will hear a confirmation tone if you switch the key tones ON.

Clr.

Press the **CLEAR** button until you return to the standby screen.

Note

Please note that if you switch the handset keytones off, you will not hear any confirmation tones when altering the Quartet 3500 settings.

BT Select Services

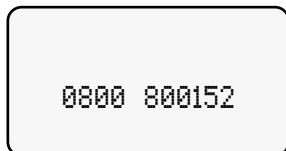
Caller Display

IMPORTANT

To use Caller Display you must first subscribe to the service from your Network Provider. A quarterly fee is payable. For more information on BT's Select Services call BT free on 0800 800 150.

If you have subscribed to your Network Provider's Caller Display Service, you will be able to see your caller's number on your handset display (provided it is not withheld) prior to answering the call.

For example, your handset display will look like this:






If you have your caller's name and number stored in the directory you will see the name on the display.

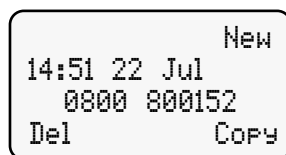
Note

It may take a couple of seconds for the display to show the telephone number or name for an incoming call. The display will initially display External followed by the number.

Calls list

The Calls list holds up to 30 telephone numbers and they are stored in the order they were received. The caller's details are stored in the Calls list whether you answered the call or not. If a call is received when the list is full, the oldest entry will be deleted automatically.

When a new call is received in the Calls list the  icon will flash on the display and the calls counter above the  icon will show how many new calls you have received. You need to press the  option button to enter the Calls list.



New icon indicates that there are new unviewed calls in the list.

When the display shows **NEW** after the time and date it means that it is a new call that has not been viewed yet. When all calls have been viewed **NEW** will disappear and the call counter will return to 0.

You can view, scroll through, dial and delete numbers in the list and copy numbers to the directory.

To view and dial a number in the Calls list



Press the **CALLS LIST** option button.

The most recently received number or name will be shown.



Use the **UP** or **DOWN** button to scroll through the list.



To dial a number in the list, press the **TALK** button when the number you require is displayed.

To copy a number in the Calls list to the directory



Press the **CALLS LIST** option button.

The most recently received number will be shown.



Use the **UP** or **DOWN** button to scroll through the list to the number you want to copy.



Press the **COPY** option button.

The display will show Enter Name.



Enter a name using the keypad (as shown on page 18, *"To store a name and number in the directory"*).



Press the **OK** option button.


The display will show Enter Number.



Edit the number if you need to by using the **CLEAR** button to delete any unwanted digits.

SAVE Press the **SAVE** option button to confirm.

The display will show Entry Saved.

 Press the **CLEAR** button until you return to the standby screen.

To delete a number from the Calls list



Press the **CALLS LIST** option button.

The most recently received number will be shown.



Use the **UP** or **DOWN** button to scroll through the list to the number you want to delete.

DEL Press the **DEL** options button.

The display will show Delete Entry?

DEL Press the **DEL** option button again to confirm. (If you decide not to delete, press the **Save** options button).

The display will show Entry Deleted and then return to the next entry in the Calls list.

 Press the **CLEAR** button until you return to the standby screen.

To delete the whole calls list



Press the **CALLS LIST** option button.

The most recently received number will be shown.

DEL

Press *and hold* the **DEL** options button for 2 seconds.

The display will show Delete Whole Calls List?

DEL

Press the **DEL** button again to confirm. (If you decide not to delete the list, press the **SAVE** options button).

The display will show Calls List Deleted and then will return to the standby screen.

Call Waiting

IMPORTANT

To use Call Waiting you must first subscribe to the service from your Network Provider. A quarterly fee is payable. For more information on BT's Select Services call BT free on 0800 800 150.

If an incoming call arrives while you are already engaged on a telephone call, you will hear a soft beep every 5 seconds (this beep is not audible to the person you are speaking to).

Instead of the engaged tone, the second caller will hear an announcement to hold as you are aware that there is a second call.

To use Call Waiting



You can answer the second call, without disconnecting your first caller, by pressing the **CALL WAITING** button. The first caller will be put on hold.



When you have spoken to the second caller you can return to the first caller by pressing the **CALL WAITING** button again. You can switch back and forth between the two calls without disconnecting either if you wish.



If you wish to disconnect the first call, press the **TALK** button after speaking to the first caller.



The handset will then ring. Press the **TALK** button *again* and continue with the second caller.

The second caller will only be charged for their call from the moment you answer and not while they are waiting for your initial contact.

1571 Voice mail indication

This feature will only work if you have subscribed to BT Answer 1571 or Call Minder and switched the 1571 feature ON.

BT Answer 1571 and Call Minder are automated answering services located at your local telephone exchange which will take messages when you are out, engaged on another call or on the internet.





To enable your Quartet 3500 to let you know you have messages you must first subscribe to a BT messaging service.

BT Answer 1571 is a basic answering service and is completely free of charge to BT customers. To activate the service, dial **Freefone 0800 003 800**.

For information on Call Minder, call BT on **Freefone 0800 800 150**. This is a chargeable service.

To switch 1571 voice mail indication ON/OFF

The 1571 feature is defaulted as OFF so you will need to switch the feature ON if you want your handset to indicate when you have new voice mail messages.

| | |
|---|---|
|   | <p>Press the UP or DOWN button until the display shows Base Settings.</p> |
| <div>OK</div> | <p>Press the OK option button.</p> |
|   | <p>Press the UP or DOWN button until the display shows Check 1571 BT Answer.</p> |
| <div>OK</div> | <p>Press the OK option button.</p> |
| <p>The display will show 1571.</p> <p>The current setting OFF or ON will be highlighted.</p> | |
| <div>OFF</div> | <p>Press either the OFF option button or the ON option button to switch 1571 OFF or ON.</p> |
| <div>ON</div> | <p>You will hear a confirmation tone.</p> |
| <p>When switched ON the 1571 icon will remain steady on the display to indicate that the handset is ready to 'check' for voice mail messages.</p> | |
| <p>The 1571 icon on the handset and the green light on the base unit will flash to indicate when you have new voice mail messages and will keep flashing until you have listened to all of your messages.</p> | |
| <div>Clr.</div> | <p>Press the CLEAR button until you return to the standby screen.</p> |

To access your voice mail



Press the **TALK** button.

1571

Press the **1571** option button if it is displayed on the handset display screen (as this indicates you have a new voice mail message).



Or

Dial **1571** to access your network answering service and follow the announcements to play, save and delete your messages using the keypad.

Note

The 1571 voice message indication icon is activated by an interrupted dial tone, which you can hear when you pick up your phone. BT Select Services, such as Call Diversion and Call Barring also use interrupted dial tone so therefore they will cause the 1571 icon to flash on the handset even if no messages have been left.

Setting up and personalising your answering machine

Your Quartet 3500 can digitally record up to 13 minutes of messages, with each message lasting a maximum of 3 minutes. As well as recording incoming messages, you can record memos for other users.

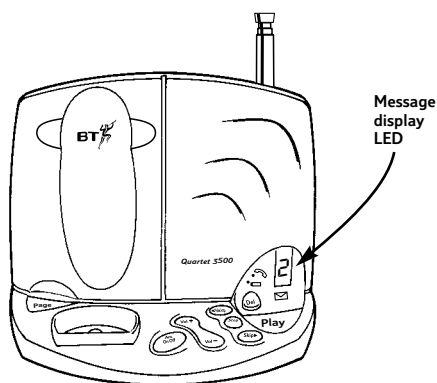
You can operate your Quartet 3500 from:

- The base unit
- The handset
- Remotely from any external *Touchtone™* telephone

Your Quartet 3500 comes with two pre-recorded outgoing messages, **Answer and Record** or **Answer Only**, (see page 39) but if you wish you can record your own (see pages 40-41).

Message display on the base station

The table (on the next page) provides an explanation of what is shown on the base station display.



To switch the answering machine ON/OFF

You can switch the answering machine on and off using the base or the handset.

Switch on/off using the base:

Press and release the **ANS ON/OFF** button to switch ON or OFF.

Ans
On Off

If you hear, “*Answer on, your outgoing message is....*”, the answering machine is switched ON and is ready to answer incoming calls and record any messages (unless Answer Only is selected which is an advisory announcement only and does not allow messages to be recorded).

The display on the base unit shows the number of messages stored in the memory.

If you hear, “*Answer off*”, the answering machine is switched OFF.

The display on the base unit will flash between a dash and the number of messages saved in the memory.

| DISPLAY | DEFINITION |
|----------------------|--|
| (Blank) | Power off. |
| C-0 (flashing) | Day/Time needs to be set. |
| 0-9 | Answer-on mode, 0-9 messages. |
| 9 (flashing) | 10-59 messages. Indicating more than 9 messages stored. |
| — | Power on, but answer off mode |
| Alternating with 0-9 | The display flashes between a dash and the number of messages saved in the memory. |
| A (flashing) | Handset menu and Remote access in progress. |
| E (flashing) | Error. |
| F (flashing) | Memory full. |
| P (flashing) | Message paused. |
| P-1: | When selecting or playing Answer & Record outgoing message. |
| P-2: | When selecting or playing Answer Only outgoing message. |
| r (flashing) | Message recording (memo, outgoing message or incoming message). |
| t or 2 to 9 | Setting or reading answer delay. |
| 0-0 | Counting down. |


Switch on/off using the handset:



Press the **UP** or **DOWN** button until the display shows **Answer Off** or **On**.

Press *either* the **OFF** or **ON** option button.

Your chosen setting will be announced, *"Answer on, your outgoing message is..."*, or, *"Answer off"*.

If the answering machine is switched **ON**, the handset display will show the  icon.

If you adjust the volume when the answering machine is not being used, a beep sounds at each press. When the volume reaches its highest or lowest level two beeps will sound.

Answer delay

Answer delay sets the number of times your Quartet 3500 will ring before the answering machine picks up your call and starts playing the outgoing message. Your Quartet 3500 will be set to answer after 6 rings. You can change this setting to between 2 and 9 rings or time saver (TS). For more information on time saver, *see page 54*.

To adjust the base unit loudspeaker volume

The loudspeaker volume ranges from 0-9 plus H, where 0 is off and H is the maximum level. The loudspeaker volume will be set at 5.



Press the **VOL +** button on the base to increase the volume.



Press the **VOL -** button on the base to decrease the volume.

The message display on the base will show the volume level on each press.

To change the answer delay setting via the base unit



Press *and hold* the **Skip** button on the base unit until the current setting is announced, then *release*.



Press and *release* the **Skip** button to move through the settings, with each press the options will be announced and will also be shown on the base unit display, i.e 8, 9, Time Saver, 2, 3, 4, 5, 6, 7.

When you hear the setting you want, do not press the Skip ► button again. After a short delay your chosen setting will be announced.

To check the answer delay setting

Skip ►

Press and *release* the Skip ► button on the base unit.

The current setting will be announced and also shown on the base unit display.

To change the answer delay setting via the handset



Press the **UP** or **DOWN** button until the display shows **Answer Settings**.

OK

Press the **OK** option button.



Press the **UP** or **DOWN** button until the display shows **Answer Delay**.

OK

Press the **OK** option button.

The current setting will be highlighted.



Use the **UP** or **DOWN** button to highlight the setting you require from between 2 and 9 or TS.

OK

Press the **OK** option button to confirm.

Clr.

Press the **CLEAR** button until you return to the standby screen.

Audible message alert

When new messages have been received, your Quartet 3500 will beep every 10 seconds (when audible message alert is switched ON). The volume of the beep is at the volume you have set for the loudspeaker. The default setting is OFF.

To set audible message alert via the base unit


When the answering machine is in the idle mode:

◀ Skip


Press and *hold* the ◀ **SKIP** button on the base unit to change the setting.

The prompt will announce "Message alert on/off" as appropriate.

To set audible message alert via the handset

 Press the **UP** or **DOWN** button until the display shows Answer Settings.

 **OK** Press the **OK** option button.


 Press the **UP** or **DOWN** button until the display shows Message Alert.

 **OK** Press the **OK** option button.

The current setting will be highlighted.

ON Press the **ON** options button to switch message alert ON or

OFF press the **OFF** options button to switch it off.

 Press the **CLEAR** button until you return to the standby screen.

Outgoing messages

The outgoing message is the message your caller first hears when the answering machine picks up their call. Your Quartet 3500 comes with 2 pre-recorded outgoing messages to choose from as follows:

Answer and Record

Your Quartet 3500 has a pre-recorded Answer and Record outgoing message that allows your caller to leave a message.

"Hello, your call cannot be taken at the moment, so please leave your message after the tone".

However, you can record your own Answer and Record outgoing message if you wish, see "To record your own Answer and Record outgoing message", see opposite.

Answer Only

Your Quartet 3500 will play a pre-recorded Answer Only outgoing message but will **not allow your caller to leave a message**.

"Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later".

However, you can record your own Answer Only message if you wish, see "To record your own Answer Only outgoing message", on page 40.

Note

You can only record your own outgoing messages via the handset.

To record your own Answer and Record outgoing message

You can record your own **Answer and Record** outgoing message to use instead of the pre-recorded message already available. Your outgoing message can be up to 3 minutes long. You can reinstate the pre-recorded outgoing message later if you wish to, see page 44.

Pick up the handset.



Press the **UP** or **DOWN** button until the display shows **Answer Settings**.

OK

Press the **OK** option button.



Press the **UP** or **DOWN** button until the display shows **Outgoing Message**.

OK

Press the **OK** option button.

The display will show **Answer and Record**.

OK

Press the **OK** option button.

The display will show **Outgoing Message**, and will play your **Answer and Record** message immediately via your handset.

NEW

Press the **NEW** option button.

You will hear, "Please speak after the tone. To end recording, press #".



After the tone, speak your outgoing message into the handset. Press the **#** button when you have finished. Throughout recording **r** will flash on the base unit display.

The prompt will announce, "Your outgoing message is", and then play your message.

Note

Recording, checking or playing your outgoing message does not set it as the current outgoing message to be played when your answering machine takes a call, you will need to set the answer mode, see page 43.

To record your own Answer Only outgoing message

You can record your own **Answer Only** outgoing message to use instead of the pre-recorded message already available. Your outgoing message can be up to the maximum recording capacity of 12 minutes, but it is advisable that you try to keep it shorter to allow time for recording memos, or incoming messages if you decide to set the alternative Answer and Record outgoing message. Your own outgoing message will replace the Answer Only pre-recorded outgoing message. It is possible to reinstate the original message later if you wish to, *see page 44*. Pick up the handset.


Press the **UP** or **DOWN** button until the display shows **Answer Settings**.

Press the **OK** option button.

OK The display will show **Answer Mode**.

Press the **UP** or **DOWN** button until the display shows **Outgoing Message**.

OK Press the **OK** option button.

 Use the **UP** or **DOWN** button to scroll to **Answer Only**.



OK Press the **OK** option button.

The display will show **Outgoing Message** and will play your **Answer Only** message immediately via the handset.

NEW Press the **NEW** option button.

You will hear, *"Please speak after the tone. To end recording, press #"*.

After the tone, speak your outgoing message into the handset. Press the **#** button when you have finished.



Throughout recording **r** will flash on the base unit display.

The prompt will announce, *"Your outgoing message is"*, and then play your message.

Note

*When recording your own **Answer Only** outgoing message, please remember not to invite your caller to leave a message as the **Answer Only** mode will not record incoming messages.*

To check or play your outgoing message via the base unit

You can check and play your current outgoing message at any time via your Quartet 3500 base unit.

Ans
On Off

Press the **ANS ON/OFF** button.

The prompt will announce either:

“Answer on, your outgoing message is...” and play your currently selected outgoing message.

Or

“Answer off”.

The base display will show F flashing alternating with the number of the outgoing message currently selected:

- 1 for **Answer and Record** and
- 2 for **Answer Only**.

To check or play your outgoing message via the handset

You can check and play your current outgoing message at any time via your Quartet 3500 handset

Pick up the handset.



Press the **UP** or **DOWN** button until the display shows Answer Settings.

OK

Press the **OK** option button.

The display will show Answer Mode.



Press the **UP** or **DOWN** button until the display shows Outgoing Message.

OK

Press the **OK** option button.



Use the **UP** or **DOWN** button to highlight the mode you want to set, either: Answer and Record or Answer Only.

OK

Press the **OK** option button.

The display will show Outgoing Message and the voice prompt will automatically announce via the handset *“Your outgoing message is”*, and play your message.

Clr.

Press the **CLEAR** button until you return to the standby screen.

Answer mode

You can select either Answer and Record or Answer Only mode. Please note that Answer Only mode does not allow your caller to leave a message.

To set the answer mode via the base unit

Ans
On Off

Press *and hold* the **ANSWER ON/OFF** button until you hear, *"Please select outgoing message"*, then release the button.

Either

◀ Skip

To set **Answer and Record**, press *and release* the **◀ Skip** button.

Or

Skip ▶

To set **Answer Only**, press *and release* the **SKIP ▶** button.

Your chosen setting will be announced over the base speaker.

To set the answer mode via the handset

Pick up the handset.



Press the **UP** or **DOWN** button until the display shows **Answer Settings**.

OK

Press the **OK** option button.



Press the **UP** or **DOWN** button until the display shows **Answer Mode**.

OK

Press the **OK** option button.



Use the **UP** or **DOWN** button to highlight the mode you want to set, either: Answer and Record or Answer Only.

OK


Press the **OK** option button to confirm. The voice prompt will automatically announce your chosen outgoing message via the handset.

Clr.


Press the **CLEAR** button until you return to the standby screen.

To delete your own outgoing message and re-instate the pre-recorded outgoing message via the handset


Pick up the handset.

 Press the **UP** or **DOWN** button until the display shows Answer Settings.

 **OK** Press the **OK** option button.

 Press the **UP** or **DOWN** button until the display shows Outgoing Message.

 **OK** Press the **OK** option button.

 Use the **UP** or **DOWN** button to select the outgoing message you want to delete, either: Answer Only or Answer and Record.

 **OK** Press the **OK** option button.

The display will show Outgoing message, and the handset voice prompt will automatically announce the outgoing message to be deleted.

DEL Press the **DEL** option button **during message playback** to delete it and re-instate the pre-recorded message.

The prompt will announce, "Your outgoing message is", and the original pre-recorded

outgoing message will be played.

 Clr.

Press the **CLEAR** button until you return to the standby screen.

Note

You cannot delete the pre-recorded outgoing messages. If the current outgoing message selected is the pre-recorded message and you try and delete it, you will hear a beep and the pre-recorded message will be played to you.

To delete your own outgoing message and re-instate the pre-recorded outgoing message via the base unit

You can delete your personalised outgoing message and return to your Quartet 3500's pre-recorded outgoing message.

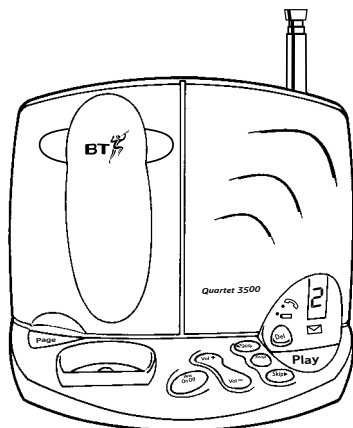
First select the outgoing message you want to delete, *see opposite column on this page.*

Whilst your selected outgoing message is playing press the **DELETE** button on the base unit.

 Del

The message will stop playing and you will hear a short beep, then the default pre-recorded outgoing message.

Using the answering machine via the base unit



To playback all messages

Play

Press the **PLAY** button.

The prompt will announce, *"You have (n) messages"*.

Your message(s) will be played back, starting with the first message received. Both new and old messages will be played.

At the start of each message, the number of the message is announced. The message number will also be shown on the base unit display.

Note

Press the **Stop** button at any time during playback to stop messages playing.

To playback new messages only

Play

Press *and hold* the **PLAY** button.

The prompt will announce, *"You have (n) new messages"* or *"You have no new messages"*.

Your new message(s) will be played back, starting with the first message received.

To pause a message during playback

Play

While listening to a message, press the **PLAY** button.

The message will be paused. You will hear a beep every 10 seconds and the message display will show **P** flashing.

Play

Press the **PLAY** button again to resume playback.

To skip forward and backward through messages (including fast forward playback)

Skip ►

Press the **SKIP ►** button to skip forwards to the next message.

Skip ►

If you press and hold the **SKIP ►** button the current message will be played at 1½ times the speed (fast forward playback).

◀ Skip

Press the **◀ SKIP** button to return to the start of the current message. Press again to return to the start of the previous message.

To delete an individual message

Del

During playback:

Press the red **DELETE** button.

The prompt will announce, "*Message deleted*".

The message is not deleted yet, but at the end of playback when there is an 8 second countdown followed by a confirmation tone. Let the countdown reach 0 and all the selected messages are deleted and the remaining messages are saved.

To delete all messages

When all messages have been played the prompt will announce, *"End of messages. To delete all messages, press delete"*. The display counts down from 8-0.

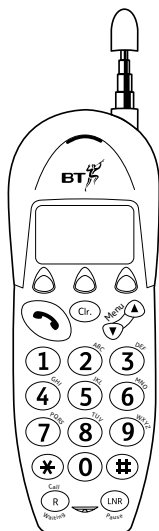
Del

During the countdown, press the red **DELETE** button. The prompt will announce, *"All messages deleted"*. At the end of the countdown there will be a confirmation tone.

Stop

If you decide not to delete, press the **STOP** button during the 8-0 countdown. All messages will be saved including any marked for deletion.

Using the answering machine via the handset



To playback messages



Press the  option button.

The display will show **Play messages** and the number of new messages and the number of total messages (old and new).

e.g.,



NEW

Press the **NEW** options button to play new messages only. The prompt will announce, “You have (n) new messages”, and your new messages will be played back (or “You have no new messages”).

ALL

Press the **ALL** option button to play all messages (old and new). The prompt will announce, “You have (n) messages”, and all your messages will be played back in the order they were received.

During message playback

When a message is being played the handset display will show the number of the message and you will have the options to increase or decrease the earpiece volume, delete messages or skip forwards and backwards through your messages.

e.g.,



To adjust the earpiece volume for message playback

During playback:



Press the **UP** button to increase the volume.



Press the **DOWN** button to decrease the volume.

The display will show volume and the level you are setting. The volume will remain at the level you have set until you adjust it again.

To skip back during message playback

During playback:



Press the **<<** option button to skip back to the start of the current message.



Press the **<<** option button *twice* to skip back to the start of the previous message.

To skip forward during message playback

During playback:



Press the **>>** option button to skip forward to the next message.

To delete individual messages during playback

During playback:



Press the **DEL** option button. Playback of the message is stopped and the prompt will announce, "Message deleted".

Playback of the next message will begin. The message has not actually been deleted at this point but it has been marked for deletion. At the end of message playback there will follow an 8 second countdown. When the countdown reaches 0 all marked messages will be deleted.

When all messages have been played back, if all messages have been marked for deletion the prompt will announce, *"End of messages. All messages deleted"*. The display will show `Deleting messages` and the countdown from 8-0 will begin. To delete messages let the counter reach 0.

SAVE

If you do not want to delete messages, press the **SAVE** option button.

To delete all messages

When all messages have been played back, the prompt will announce, *"End of messages. To delete all messages, press delete"*. The display will show `End of messages` and counts down from 8-0.

DEL

Press the **DEL** option button during countdown. The prompt will announce, *"All messages deleted"*.

SAVE

If you do not want to delete messages, press the **SAVE** option button.

Memos

A personal memo can be recorded on your Quartet 3500 and left as a memo message for another user. Memos can be of any length, up to the maximum recording capacity (12 minutes), but you should try to keep them short to allow time for recording incoming messages.

Note

You cannot record a memo using the base unit.

To record a new memo message

Pick up the handset.



Press the **UP** or **DOWN** button until the display shows Record Memo.

OK

Press the **OK** option button.

The prompt will announce, *"Please speak after the tone. To end recording, press #".*

After you hear the beep, speak your memo into the handset.

The display will show To End Recording Press #.



Press the **#** button to end recording.

The display will return to the standby screen.

Your memo is now stored and can be played back later.

Memos are stored in the same way as incoming messages so the message counter on the handset and base will increase by one. The memo can be played back in the same way as incoming messages.

Call screening/ Call intercept

You can let your answering machine pick up a call, even if you are in. This allows you to identify your caller and decide whether to take the call.

Make sure the volume is set to an audible level, see page 37. Allow the incoming call to be answered by the answering machine as normal. You will hear the caller begin to leave a message.

To screen a call via the handset (when the handset is off the base unit)

SCREEN

When your Quartet 3500 telephone rings, press the **SCREEN** option button.

You can hear your caller begin to leave a message. The display will show *Screening*.

You can adjust the call screening volume using the **UP** or **DOWN** button.



If you decide to take the call, press the **TALK** button. Recording will stop automatically.



If you want to end call screening and let the answering machine take the call and finish recording the message, press the **CLEAR** button.

To screen a call from the base unit



While listening to your caller leaving a message via the base unit loudspeaker, you can decide to take the call by pressing the **TALK** button on the handset.

Or

If the handset is resting in the base unit and you decide to take the call, lift the handset off the base and speak to the caller.

Recording will stop automatically.

Remote access

You can turn your Quartet 3500 answering machine on and off and listen to your messages from any *Touchtone™* telephone. To protect your privacy, messages can only be accessed by entering a 3-digit security code.

The pre-set code is 000 and can be changed. If you change the code it is advisable that you make a note of it somewhere safe.

To change your security PIN code



Press the **UP** or **DOWN** button until the display shows *Answer Settings*.

OK

Press the **OK** option button.



Press the **DOWN** button until the display shows *Security Code*.

OK

Press the **OK** option button.
The display will show 000.

Enter a 3-digit PIN code of your choice.

OK

Press the **OK** option button to confirm.

To switch your answering machine on remotely

If you go out and forget to turn your answering machine on you can switch it on remotely.



Dial your telephone number.

Let the phone ring for 20 rings until you hear your outgoing message.



Press the ★ button.

Enter your 3-digit PIN code.



Press the 7 button within 8 seconds. You will hear, "Answer On", and your answering machine will now be switched on to answer incoming calls.

Note

You cannot use this feature if you have BT Answer 1571 or Call Minder active, as the call will be intercepted before the 20 rings.

Note

If you have new messages they will be played after you have entered your security code.

Time saver

The time saver feature is useful if you are out and want to ring in and check if you have received any new messages.

If your answering machine is set to time saver you can check whether you have new messages or not before your answering machine actually answers your call. If you have new messages your answering machine will answer after 2 rings, if you do not have any new messages, it will not answer until 6 rings. This enables you to hang up before you are connected, saving you time and the cost of a call. See page 37 to set the answer delay to time saver.

To check for messages remotely

Dial your telephone number and wait.



When you hear your outgoing message, press the ★ button. You will hear, *"Please enter your security code"*.

Enter your 3-digit PIN code.

If you have new messages, you will hear, *"You have (n) new messages"*, and your messages will be played back.

If you have no new messages, you will hear, *"You have no new messages, to hear main menu press 1"*.



You have 8 seconds to press the 1 button before your answering machine hangs up.

Note

If you enter your security PIN code incorrectly you will hear, "Incorrect security code, please enter your security code". Re-enter your security PIN code. If you enter it incorrectly the second time, you will hear, Incorrect security code, thank you for calling", and will then hang up.

Operating the answering machine remotely

When you have accessed your answering machine remotely, you can operate it using the keypad numbers on the phone you are using.

9 WXYZ

"To set a new security code, press 9"

1

"To hear main menu, press 1".

The remote access main menu

The main menu lets you operate a range of answering machine functions remotely. Simply follow the instructions as announced:

2 ABC

"To play all messages, press 2".

3 DEF

"To play new messages, press 3".

4 GHI

"To skip back during messages, press 4".

5 JKL

"To delete during messages, press 5".

6 MNO

"To skip forward during messages, press 6".

7 PQRS

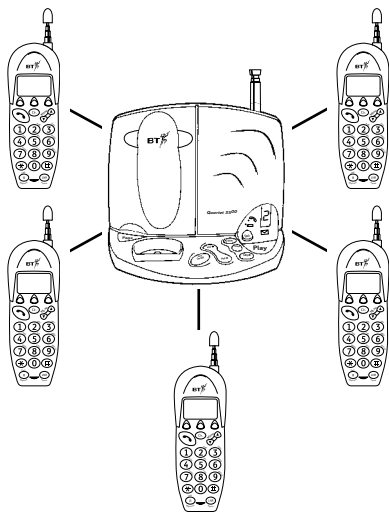
"To set answer on or off, press 7".

8 TUV

"To hear the outgoing message menu, press 8".

Using Quartet 3000 additional handsets

You can buy and use up to four more Quartet 3000 additional handsets with your Quartet 3500 to extend your phone system without needing to install extension sockets for each new phone.



Each additional handset is supplied with its own charger and user guide, but the following information will tell you how to register and use an additional handset with your Quartet 3500.

Note

You must charge your additional handset for 24 hours before registering it.

Registering your handset

You must register your Quartet 3000 additional handset before it can be used with your Quartet 3500 base unit.

To register a Quartet 3000 additional handset

Please ensure you only have the handset you wish to register ready when following the instructions below.

Once charged, your additional handset will show the following screen:

Register
Handset ?

OK

OK

Press the **OK** options button.

The display will show Press
Page On Base Until Base Beeps.

Press *and hold* the base unit
PAGE button. When you hear a
beep *release* the **PAGE** button.

The display will show Handset
Registered.

Your handset is automatically
assigned the next available
handset number. For example
your Quartet 3500 handset is
already registered as Handset 1
so if this is your first additional
handset it will become
Handset 2, if it is your second it
will show Handset 3 and so on.

The handset will then show the
standby screen:

00:00
Handset 2
[Handset Icon]

To de-register a handset



Press the **UP** or **DOWN**
button until the display shows
De-Register.

OK

Press the **OK** option button.

The display will show
De-Register This Handset?

OK

Press the **OK** option button.

The display will show Handset
De-Registered and then, after
a few seconds Re-Register
Handset?

Transferring calls

You can transfer calls between handsets that are registered to the base unit.

If after a further 30 seconds the call is not taken then the caller will be disconnected.

To transfer a call

During your call:

TRAN

Press the **TRAN** options button. Your external caller will be put on hold and will hear music.

The display will show
Transfer To Handset_.



Enter the handset number that you want to transfer the call to.

OK

Press the **OK** option button.

The called handset will ring and the display will show
Transferring Call.

(If you decide to cancel the call transfer, press the **CLEAR** button).



The ringing handset user should press the **TALK** button to speak to the caller.

If the call is not answered within 20 seconds the original handset will ring.

General information

Guarantee

Your Quartet 3500 is guaranteed for a period of 12 months from the date of purchase. Subject to the terms listed below the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the Quartet 3500 or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect,

tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.

- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

Prior to returning your product, please read the Help section beginning on page 63 or contact the Helpline on **0870 605 8047** for assistance. In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you contact BT's approved repair agent TecLogic on **01672 564444** or a local qualified repairer.

If you have to return your product

Prior to returning your product, please read the Help section on page 63, or contact the Helpline on **0870 605 8047** for assistance. If you still feel you have to return your product, pack the base station and handset securely, preferably in the original packaging. All parts must be returned, including line cords, power supplies and original batteries. (Please note that we can not take responsibility for goods damaged in transit).

Technical information

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your Quartet 3500 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Please note that any additional handsets and chargers registered to the base unit, will not add to the REN figure.

Only use approved power supply, item code: 872264.

Only use approved batteries, item code 006988.

These products are available from the Quartet 3500 Helpline **0870 605 8047**.

Batteries

Although the battery pack is rechargeable it will eventually need to be replaced, see below for details on how to replace the battery pack.

To replace the battery pack

Remove the battery cover by pressing down on top of the lid and slide the cover off.



Unplug the white connector and remove the old battery pack.



Plug the new battery pack connector in and lower the battery pack into recess then replace lid.

Note

When fully charged and in good condition, the handset will provide up to 7 hours talktime or 72 hours standby.

If you are making a call and the handset battery is running low you will hear a warning tone every 10-15 seconds.

Place the handset on the base unit to recharge.

However, the charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset.

*Eventually they will need to be replaced. New batteries can be obtained from the Helpline on **0870 605 8047**.*

Note (cont)

To get the longest possible life from your battery, take the handset off the base unit for a few hours each day.

Call security

Your Quartet 3500 has its own digital security code that prevents other cordless phone owners from using your phone line. This ensures that you are charged only for calls using your phone. However, all approved cordless phones use radio signals to communicate between the base unit and cordless handset units. It is therefore possible that your conversations could be overheard by other people, on their cordless phones, or on ordinary radios that use the same radio frequencies.

As this problem applies equally to all similar cordless phones currently available in the UK, call privacy cannot be guaranteed. However, the security coding prevents unauthorised use of your line.

Switchboard compatibility

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone and pulse dialling and timed break recall. If in doubt please consult your service provider.

Switchboard use

To set the dialling mode



Press the **UP** or **DOWN** button until the display shows Base Settings.

OK

Press the **OK** option button.



Press the **UP** or **DOWN** button until the display shows Dial Mode.

OK

Press the **OK** option button.

The current dial mode setting will be shown on the display.



Press the **UP** or **DOWN** button to select either Tone or Pulse.

OK

Press the **OK** option button to confirm.

You will hear a confirmation beep.

To insert a pause in a stored number

With some switchboards, after dialling the access code you may have to wait for a moment while the switchboard picks up an outside line.



If so, press the **LNR** button to insert a pause before entering the telephone number.

To use the recall button



You may need to use the recall function if you are connected to a switchboard/PBX (Private Branch Exchange), contact your PBX supplier for further information. The recall function is set to timed break recall and is also used for BT Select Services.

Help and advice

If you have any problems using your Quartet 3500, this section will give you the most common, easy to follow solutions.

| <i>Telephone problems</i> | <i>Possible cause</i> | <i>Solution</i> |
|---|--|---|
| • Buzzing/poor reception. | Handset and base aerials not extended. | Extend both aerials. |
| • Answering machine not recording incoming messages. | Answering machine set to Answer Only outgoing message. | Check your outgoing message, <i>see page 42</i> and ensure the answering machine is set to Answer and Record, <i>see page 43</i> . Make sure you have not invited your caller to leave a message in your own recorded Answer Only outgoing message. |
| • No dialling tone. | Telephone not connected to telephone line. | Plug the telephone into the telephone line. |
| • Telephone will not dial out or cannot receive calls. | Mains disconnected. | Ensure the power supply is correctly connected and switched on. |
| | Power cut. | Wait until the power is restored. Replace handset on base unit for 10 seconds and try again. If this does not work, disconnect the handset battery from the handset for 10 minutes. Also disconnect the mains power. |
| | | Then reconnect the base unit to the mains, then replace the handset on the base unit for 10 seconds and try again. |
| • Handset does not ring. | Handset battery pack is discharged. | Place the handset on the base unit and recharge it for 24 hours ensuring the CHARGING light is on. |
| | Handset not registered. | Register the handset, <i>see page 56</i> . |
| | Handset ringer set to Off. | Set ringer volume, <i>see page 26</i> . |

| <i>Telephone problems</i> | <i>Possible cause</i> | <i>Solution</i> |
|---|---|---|
| <ul style="list-style-type: none"> You have dialling tone but the telephone will not dial out. | You may be trying to use tone dialling on a pulse dialling exchange. | See page 62 to change to pulse dialling. |
| | You are connected to a PBX and are not dialling the access code. | Use the PBX access code. See page 62 for more information on switchboard use. |
| | | |
| <ul style="list-style-type: none"> Base unit does not ring but lights show on base unit. | Telephone is not connected to the telephone line. | Plug the telephone into the telephone socket. |
| | The base ringer is set to off. | Set the base ringer setting to a higher volume, <i>see page 24</i> . |
| | Line fault or faulty socket. | Try the telephone on another socket or another line. If the telephone works, contact BT on 151, or your telephone network operator for repairs to the line or socket. |
| <ul style="list-style-type: none"> Callers are faint. Interference. Buzzing. Tinniness. | Handset and/or base telescopic aerial not fully extended | Extend the aerials to obtain the best signal available. |
| | You are moving out of range. | Move closer to the base unit. |
| | The base unit or the handset are too close to electrical equipment or metal obstructions. | Relocate the base unit or move around with the handset until reception improves. |
| <ul style="list-style-type: none"> No Directory name and number stored. | You may have entered a name and not a number. | You need to save both a name and number when storing an entry in the directory, <i>see page 18</i> . |
| <ul style="list-style-type: none"> No CHARGING light on the base unit. | Dirty contacts on base unit or handset. | Clean the contacts with a dry cloth. Heavy soiling can be removed with a pencil eraser. |
| | Base unit not connected to the power supply. | Plug the power supply into the wall socket and switch on, and ensure the other end is connected into the base unit. |

HELPLINE

If you are still experiencing difficulties please call the Helpline on 0870 605 8047.

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R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

Declaration of Conformance

Hereby, Suncorp Technologies, declares that this Quartet 3500 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the Quartet 3500 is published on the website <http://www.suncorpotech.com/bt>



Offices worldwide

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